

**BEFORE THE BOARD OF COUNTY COMMISSIONERS
OF LEWIS COUNTY, WASHINGTON**

IN RE: REQUEST FOR QUALIFICATIONS FOR
AN INMATE TELEPHONE SYSTEM

) RESOLUTION #13-567
)
)

WHEREAS, the Lewis County Sheriff's Office Corrections Bureau has an existing contract for an inmate telephone system which will expire on January 25, 2014, and;

WHEREAS, the Board of County Commissioners and Lewis County Sheriff's Office recognize the need to have a well-designed, functional, efficient, and effective inmate telephone system which preserves inmate first amendment rights of speech and association as recognized by the Constitutions of the State of Washington and of the United States of America; and

WHEREAS, an inmate phone system promotes and facilitates an inmate's continued relationships with family, friends, counselors, attorneys, and other members of the public; and

WHEREAS, an inmate telephone system must be able to store audio recordings of phone calls, and to exempt from recording inmates' telephone conversations with their attorneys; and

WHEREAS, an inmate telephone system also requires provisions to protect equipment from vandalism, and to permit prepayment of telephone charges by inmates and their families; and

WHEREAS, recent rulings of the Federal Communications Commission oblige all penal institutions and their respective telephone providers to assure these functions are provided at a cost which is not unduly burdensome to the users of inmate telephone systems; and

WHEREAS, The Lewis County Sheriff's Office believes it is in the best public interest to solicit inmate telephone system capabilities and technology from other vendors; and

WHEREAS, RCW 39.04.270 regulates the procurement of Electronic Processing Systems and associated software;

NOW, THEREFORE BE IT RESOLVED by the Board of County Commissioners of Lewis County, Washington, that the County shall solicit for the following:

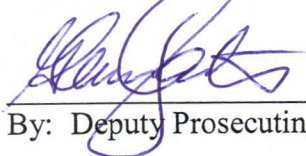
"REQUEST FOR QUALIFICATIONS FOR AN INMATE TELEPHONE SYSTEM"

BE IT FURTHER RESOLVED THAT THE Director of Central Services is hereby directed to request qualifications and publish the same, as required by law, for the above-mentioned item.

DONE IN OPEN SESSION this 16 day of December, 2013.

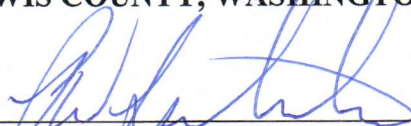
APPROVED AS TO FORM:

Jonathan Meyer, Prosecuting Attorney

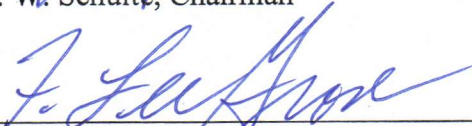


By: Deputy Prosecuting Attorney

**BOARD OF COUNTY COMMISSIONERS
LEWIS COUNTY, WASHINGTON**

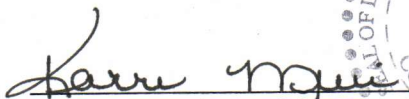


P. W. Schulte, Chairman

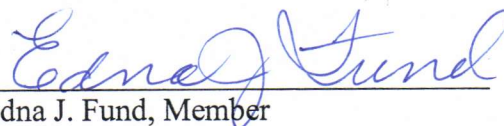
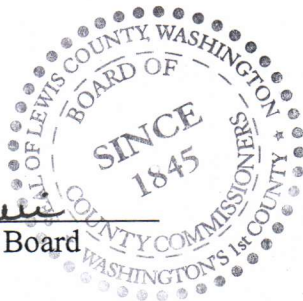


F. Lee Grose, Member

ATTEST:



Karri Muir Clerk of the Board



Edna J. Fund, Member

REQUEST FOR QUALIFICATIONS

NOTICE IS HEREBY GIVEN that the Board of County Commissioners of Lewis County, Washington will receive sealed Requests For Qualifications (RFQ) and publicly open them on or about 9:30 a.m. on January 13, 2014, at Lewis County Board of Commissioners Hearing Room 223, 351 N.W. North Street, Chehalis, Washington, for furnishing to Lewis County the following:

INMATE JAIL TELEPHONE SYSTEM

Five (5) copies of the Statement of Qualifications must be received by the Lewis County Clerk of the Board of Lewis County Commissioners (351 NW North Street, Room 210 Chehalis, WA 98532) no later than 4 p.m. on January 9, 2014, and clearly marked as:

“INMATE TELEPHONE SYSTEM” to be opened January 13, 2014 at 9:30 a.m.”

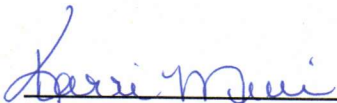
Proposals received after that time or proposals not submitted to the Clerk of the Board will not be considered. Qualifications submitted after the due date will not be considered. Consultants accept all risks associated with the late delivery of mailed submittals regardless of fault.

Proposal information packets may be obtained at www.lewiscountywa.gov, also from the Lewis County Jail, 28 Chehalis Avenue, Chehalis, WA 98532 or by calling 360.740.2714

Designated contact person: Corrections Lieutenant Jim Pea, Lewis County Sheriff's Office at 360.740.1263.

Lewis County reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFQ does not obligate the County to pay any costs incurred by respondents in the preparation and submission of their statement of qualifications. Furthermore, the RFQ does not obligate the County to accept or contract for any expressed or implied services.

Dated this Dec. 16, 2013.


Karri Muir, Clerk of the Board
Lewis County, Washington

Published: East County Journal,

Lewis County, Washington

Request for Qualifications (RFQ)

<u>Request for Qualification Information:</u>		<u>Submittals Delivered to:</u>	
RFQ Name:	Inmate Jail Telephone System	Physical Address:	Lewis County Clerk of the Board Attn: Board of Commissioners 351 NW North Street, Room 210 Chehalis, WA 98532
Date Issued:		Mailing Address:	Lewis County Clerk of Board of Commissioners 351 North Street Room 210 Chehalis, WA 98532
Contact Person:	Chief Kevin Hanson		
Phone #:	360-740-2714		
Email Address:	<u>Kevin.Hanson@lewiscountywa.gov</u>		
Submittals Accepted Until	January 9, 2014 @ 4:00pm		

General Information

- **NOTICE:** Notice is hereby given that letters of interest and statement of qualifications will be received by Lewis County, Washington, for the Inmate Telephone System by filing with the County at the above location.

BACKGROUND/PURPOSE

Lewis County (hereafter referred to as the "County") is soliciting requests for qualifications for the purpose of implementing an inmate telephone system in the Lewis County Jail.

Lewis County is a non-charter county, governed by statutory authority granted to counties in general throughout the state and is the largest Washington county west of the Cascades. The County has fifteen independently elected officials who are responsible for the daily governance and operations. While elected officials have appointed subordinates, the Board of County Commissioners has five appointed Directors who report directly to them as the executive-legislative body of the County. Most strategic planning for the County is accomplished through the County's Executive Steering Committee (ESC), composed of the elected officials and appointed directors. The County established the ESC to review and recommend Information Technology (IT) projects to the Board of County Commissioners for final approval. While the successful applicant will work under the direction of the Sheriff's Office Corrections Chief, they may also interact with other County Staff members and/or their subordinates to develop design parameters and functional application of those designs.

Elected Officials:

- Commissioners (3)
- Assessor
- Auditor
- Clerk
- District Court Judges (2)
- Prosecutor
- Sheriff
- Superior Court Judges (3)
- Treasurer
- Coroner

Appointed Department Officials:

- Budget & Fiscal Director
- Central Services Director
- Community Development Director
- Health and Social Services Director
- Public Works Director

The County has also established a core working group for the implementation of Jail Inmate Telephone System, which is comprised of the following:

- Corrections Chief
- Prosecutor's Office
- IT Manager
- Facilities Manager or designee

This project will provide the Services and Equipment needed to:

- Provide an inmate telephone system and implementation plan to meet County Requirements
- Provide Proven process for Implementation

BRIEF SCOPE OF SERVICES (Additional Detail listed in Attachment "A") : Vendors shall provide a scope of work and project proposal in accordance with the information provided in this request. The Proposal must include the following elements:

- Detailed Implementation Plan that identifies the major areas of work
- Estimated Proposed Implementation Schedule
- Estimated costs for Implementation, Conversion, Testing, Training, Travel Costs, and Custom Programming (for information purposes only)
- See attached DESCRIPTION OF SCOPE (FORM "ATTACHMENT "A")

BASE QUALIFICATIONS: This project will require the firm to have the following qualifications:

- Satisfactory evidence that the consultant has been in existence as a going concern in excess of five (5) years
- Five (5) or more years of actual experience in Information Technology and telephony planning and design for local government specific to Inmate Telephone Systems
- Experience working with an integrated Microsoft Windows Network Platform
- Experience working with a Web-Based data storage systems.

RFQ SCHEDULE:

Event	Date
RFQ Release	December 16, 2013
Vendor Questions (if any) Due	December 27, 2013
Responses to Vendor Questions Communicated	January 3, 2014
Proposal Responses Due	January 9, 2014
New Contract in Place	Pending Board of County Commissioners approval, after consultant selection and contract negotiation completion

SUBMITTAL REQUIREMENTS: Responses to this RFQ must include the following information:

- Responses must be limited to no more than ten (10) pages excluding specific project examples, references, resumes and covers.
- Provide five (5) copies of your Submittal.
- CONTRACTOR INFORMATION (FORM "ATTACHMENT B")

- A cover letter/statement of interest indicating the firm's interest in the project and highlighting its qualifications to perform this project. A summary of the firm's experience in requested service areas, as specifically mentioned in attached scope.
- A description of the firm's experiences working with County or other Government agencies.
- Contractor must list all accounts they have lost or failed to renew with in the last 24 months. List must include account name, state and contact person for account.
- Please list all companies acquired within the last five years, a description of the entity purchased, time of purchase. List most recent purchases first.
- Describe the compatibility of separate systems and programs in the proposal and the ability of those programs and systems to interface with features and capabilities, including but not limited to the following:
 - Ability to share data with Spillman Jail Records system and Swanson Commissary programs, both incoming and outgoing.
- Statement of qualifications, including related experience with similar types of projects and specific qualifications or resumes of key team members such as proposed Project Manager, Project Principal, Sub-consultant firms, etc, arranged in a Team Organizational Chart
- Scope of Work and Project Proposal, including a proposed schedule with key milestones and deliverable dates.
- Up to three(3) examples of similar projects (does not count against page limit)
- REFERENCES (FORM "ATTACHMENT C") a minimum of five (5) references relating to completed projects for the services being requested with full name, title, address, phone and fax numbers.

PROPRIETARY PROPOSAL MATERIAL: Any proprietary information revealed in the proposal should, therefore, be clearly identified as such.

SIGNATURES: RFQs shall be signed by one of the legally authorized officers of said corporation. If awarded the contract, the Contract shall also be so executed.

EVALUATION CRITERIA: Evaluations will be based on the criteria listed below.

- Experience of firm with similar projects
- Experience of proposed project team and key team members
- Overall quality of statement of qualifications; and
- Innovative approaches and proposed solutions to issues associated with this Implementation
- Agency references-Customer service is a critical factor in the county's choice in selecting a vendor. The selected vendor must have a proven track record of customer service, supported by excellent references and reputation.
- Initial costs to Lewis County for the implementation of the system.

The County may select a limited number of consultants for in-person interviews before the selection committee.

QUESTIONS: Questions regarding this project may be directed to Corrections Lieutenant Jim Pea via e-mail at, Jim.pea@lewiscountywa.gov . Unauthorized contact regarding this RFQ with other County employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the County. Any questions will be answered in writing and e-mailed to all interested parties.

PERFORMANCE REQUIREMENTS

PROJECT MANAGER / POINT OF CONTACT: The consultant will designate a project manager/point of contact who shall be authorized to represent its legal interests and be available and accessible during

normal County business hours of 8 a.m. through 5 p.m. Monday through Friday, to receive and respond to issues associated with and notices related to the implementation of this contract.

PROJECT PLAN: The consultant will develop a project plan and timeline to monitor the work's progress. A copy of the plan will be presented to the County's representatives. Changes to the project plan must be negotiated with the County's Point of Contract prior to implementation.

MEETINGS: The consultant and/or project manager is expected to meet with various representatives and key team members in the course of this contract.

PROGRESS REPORTS: Written progress reports will be submitted to the County's Point of Contact until completion of the project. The report will be based on the scope of work and identify what has been completed, or current progress unless another format is negotiated prior to contract award.

RECORD KEEPING REQUIREMENTS: The selected consultant will keep accurate project records, memoranda, conceptual design/data flows and specifications and will provide them to the County's Point of Contract as part of this project.

RIGHTS AND OPTIONS OF THE COUNTY

REJECTION OF SUBMITTALS The County reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFQ does not obligate the County to pay any costs incurred by respondents in the preparation and submission of their qualifications. Furthermore, the RFQ does not obligate the County to accept or contract for any expressed or implied services.

CONTRACT AWARD: The County reserves the right to make an award without further discussion of the submittals. The firm selected as the apparently successful firm will be expected to enter into a contract with the County. Following consultant selection, the successful consultant shall prepare a proposal and scope of work for review by the County. Once the County and Consultant have reached an agreement on the scope of services, a final contract will be prepared by the County. The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during the negotiations of the final Contract. If the selected firm fails to sign the Contract within ten (10) business days of delivery of the final Contract, the County may elect to negotiate a Contract with the next-highest ranked firm. The County shall not be bound, or in any way obligated, until both parties have executed a Contract. No party may incur any chargeable costs prior to the execution of the final Contract.

CONTRACT NEGOTIATION: The County reserves the right to negotiate all elements of the submittals, proposals, terms and conditions, and/or scope of work as part of the contract negotiation process prior to any formal authorization of the Contract by the County.

GENERAL TERMS AND CONDITIONS

COMPLIANCE WITH LAWS AND REGULATIONS: The consultant or consultants ultimately awarded a contract shall comply with federal, state and local laws, statutes, ordinances and regulations relative to the execution of the work.

ASSIGNMENT: This contract is binding on the parties and their heirs, successors, and assigns. No party may assign, transfer or subcontract its interests, in whole or in part, without the other party's prior written consent.

AMENDMENTS: This contract may be amended at any time by mutual written agreements of the contractor and the County. In the contract award the County will designate who is authorized to amend the contract.

LIABILITY: In the performance of this contract, the contractor is an independent contractor and the contractor, its officers, employees, agents or subcontractors shall not be considered to be employees or agents of the County. The contractor shall indemnify and hold the County harmless from any loss, liability, damage, death or injury to any person or property, from any act of omission of the contractor, its agents, or employees, arising directly or indirectly as a consequence of this contract.

NONDISCRIMINATION: During the performance of this contract, the contractor and its subcontractors shall not discriminate on the basis of race, color, sex religion, national origin, creed, age, marital status, being disabled veteran, being a Vietnam era veteran, or disability or in the administration or delivery of services or any other benefits under the contract.

INSURANCE REQUIREMENTS: The selected firm shall maintain insurance that is sufficient to protect the firm's business against all applicable risks, as set forth in the County's Standard Insurance Requirements which may be obtained by contacting the Lewis County Risk and Safety Administrator at 360.740.1279

PUBLIC RECORDS: Under Washington state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this RFQ (the "documents") become a public record upon submission to the County, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If the County receives a request for inspection or copying of any such documents it will promptly notify the person submitting the documents to the County (by U.S. mail and by fax if the person has provided a fax number) and upon the written request of such person, received by the County within five (5) days of the mailing of such notice, will postpone disclosure of the documents for a reasonable period of time as permitted by law to enable such person to seek a court order prohibiting or conditioning the release of the documents. The County assumes no contractual obligation to enforce any exemption.

BREACH OF CONTRACT AND LIQUIDATED DAMAGES: In addition to any material breach of the contract the remedies available thereto, the following specific acts or omissions by the contractor may, at the election of the County, result in either the immediate termination of the contract and damages or the payment of liquidated damages for specific nonperformance(s):

- Failure to meet contractually designated time lines and milestones
- Failure to supply and maintain insurance
- The imposition or availability of liquidated damages by County shall not preclude the County from seeking actual damages upon termination of the contract, as a whole. The Corrections Chief shall notify the contractor of said act of omission under the contract and the contractor's exposure to the contract termination and liquidated damages. It shall be the duty of the contractor to take whatever steps may be necessary to remedy the act of omission and to notify the Corrections Chief within 24 hours after receipt of notification, confirming actions taken.
- Failure to remedy the act or omission within the times set forth by the Corrections Chief shall be considered breach of the contract for the purposes of termination of contract or assessing liquidated damages under the provisions of this section. Accordingly, the County and the Contractor agree: (1) to pay (according to the following formula) liquidated damages for each day [or hours, as applicable] allowed for completion of the Contractor performance under this agreement; and (2) to authorize the County to deduct these liquidated damages from any money due or becoming due to the successful bidder/Contractor
- **LIQUIDATED DAMAGES FORMULA**
- $LD = A/T$, where
- LD=Liquidated damages per day[or per hour, as applicable] rounded to the nearest dollar.
- A=The original Agreement amount.
- $T = \text{_____ days [or hours, as applicable]}$
- (Such determination, understanding, and agreement as to liquidated damages is issued by the Contractor and is accepted by the County as part of the good and valuable consideration of the Contractor for this agreement). Each day that such act of omission continues on the part of the

Contractor shall be considered a separate occurrence for the purpose of the assessing liquidated damages.

- The liquidate Damage amounts set forth do not constitute a penalty. This amount is fixed and agreed upon by and between the Contractor and County because of the impracticability and extreme difficulty of the fixing and ascertaining of the actual damages the County would sustain in having the work delayed. This amount shall be construed as the actual amount of damages sustained by the County.
- The contractor may appeal the deduction to the Corrections Chief in writing within (10) days after payment receipt. The Corrections Chief may solicit such information and conduct such inquiries with the contractor and the County as he/she deems necessary for his/her decision. The decision of the Corrections Chief is final for the purposes of the contract.

ATTACHMENT "A"

DESCRIPTION OF SCOPE

PROJECT DESCRIPTION

1.7.1 Description

The purpose of this RFQ is to invite formal proposals from individual vendors who wish to be considered for selection to provide and install the County with an Inmate Jail Telephone System. The RFQ will be awarded to the Vendor responding with the most favorable qualified proposal in the best interest of the County.

1.7.2 Equipment locations for the Inmate Jail Telephone System

The physical inmate equipment location is as follows:

- I. Lewis County Corrections Facility located at 28 SW Chehalis Ave, Chehalis, WA. 98532.
- II. Annual Call volume from November 1, 2012 through November 1, 2013
Attempted calls: 249,670, Completed calls: 11,689.
- III. See Attachment "D" for list of current and existing phones and locations.

1.7.3 Equipment needs:

The Vendor must supply the phones approved and listed in Attachment "D" at initial installation. After initial installation, Vendor will be required to increase or decrease the number of approved phones in the system upon reasonable request at no additional cost to the County during the term of this agreement. The physical infrastructure is generally installed and supported by the County's Central Services Department Facilities Division..

1.7.4 Rates, Billing and Commission:

There shall be no charge to the County for inmate telephone services. All line fees, billing, collection expenses, installation and equipment costs, including liability for fraudulent use of telephone system, uncollectible billings, carrier fees, governmental fees and any other direct or indirect costs associated with providing the telephone system pursuant to this RFQ shall be the direct responsibility of the Vendor.

Rates charged to called parties are to be comparable to or lower than those currently charged by the dominant carriers in the Lewis County area. The total rates charged to users shall not exceed the tariffs as mandated by the Washington State Utilities and Transportation Commission and Federal Communications Commission for all services. Please provide a copy of the rates and ALL fees charged to the called parties including "Billed Statement Fees."

1. Clearly state the proposed rates charged for intra-state and inter-state long distance calls including charge per message, charge for call duration, charge for operator assistance and any additional surcharges. Fully explain all charges which may incur as a result of system use.
2. Describe any rate adjustments for evening, weekend and holiday calls.
3. Commissions will be paid to the County based on gross call revenues to include all pre-

paid accounts, debit and all charged calls. No deductions from uncollectible calls, inability to bill, bad debt or other costs associated with the provision of the inmate phone system may be considered in commission calculation. Clearly state the commission paid to the County.

4. Commission payments to the County shall be made monthly and include a detailed accounting of call messages, call minutes, call charges, commissions itemized by telephone, and as a system wide total. Detailed accounting of the above information broken out by individual calls made, must be available to the County on their request. Vendors must provide samples of all proposed reports with the proposal.
5. The County retains the right to audit call detail, cost and commission information for completeness and accuracy during the life of the agreement.
6. The County will not allow monthly service fees or administration fees to be added per call.

1.7.5 Installation:

If the vendor selected is other than the current vendor, the selected vendor shall coordinate the smooth transition between the existing system and the new system.

SYSTEM SPECIFICATIONS

This section encompasses all the inmate telephone system requirements. The vendor shall **circle** the following response (Y S L C N) when noted.

Y= Included in the base package of the proposed system

S = Scheduled to be included in the next release of the proposed system.

Include Release Date.

L =Not to be included in the next release but planned for later releases. (Provide Release Date)

C =Currently available as a custom addition.

N =Not planned and not available

1. The system does not allow incoming calls under any conditions. (YSLCN)
2. The system provides at least one (I) TDD telephone or a TDD device for the hearing impaired per location (i.e. Booking, Work Release, etc.). (YSLCN)
3. The phones contain no removable parts and are designed and installed in such a manner that no safety hazard is present to the user. (YSLCN)
4. The telephones are of construction to minimize vandalism and destruction of property. (YSLCN)
5. Only collect calls are allowed. No direct calls, 911, I+ area code, or calls billed to third numbers or credit cards are allowed. (YSLCN)
6. Directory or information services are not allowed from phones. The caller must know the complete number. Any partial or misdirected calls must be terminated and not referred to an operator. (YSLCN)

7. The phones allow the County personnel to selectively block specific numbers, prefixes and area codes. This feature must be programmable by the Lewis County Site Administrator. (YSLCN)
8. The system provides a method for restricted (blocked) numbers, prefixes and area codes which would automatically be checked by the system when a call is attempted. The system will not allow calls to be placed to blocked numbers. System limitations on the number of restricted numbers will be identified. (YSLCN)
9. The system allows an adjustable preset call duration time to be set by the Lewis County Site Administrator. During the call, prerecorded messages inform the user of the time remaining to complete the call and automatically disconnect a call after the preset time has expired. (YSLCN)
10. System provides call alarms to alert staff when calls are made to designated telephone numbers. (YSLCN)
11. The system is capable of a voice announcement to the called party identifying the caller, the facility from which the call is being placed and quotes rates to the called party. (YSLCN)
12. The system is capable of a voice prompt heard by the called party to block further calls from the facility. (YSLCN)
13. The system requires guaranteed positive acceptance by the called party before call is connected, either by key or voice recognition in the event of rotary dial acceptance. (YSLCN)
14. The system validates all numbers called to assure no public pay telephones, 800-900 toll free series and 911 numbers or blocked numbers are called by the system. (YSLCN)
15. System has the ability to program specific local telephone numbers to receive free calls; i.e., Local Attorneys, etc. System limitations on the number of restricted numbers will be identified. This feature must be programmable by the Lewis County Site Administrator. (YSLCN)
16. System has the ability to process calls in a minimum of the English and Spanish languages and has the capability to add additional languages as needed. (YSLCN)
17. System must be operable 24 hours a day on an automatic and manual switching basis. System must have the ability to control telephone on an individual basis or simultaneously. System shall contain the ability to automatically set on-off timer control, or be manually controlled on switches in the control area to limit hours of use by inmates. (YSLCN)
18. System is expandable as necessary in the event of additional jail construction. (YSLCN)
19. System is capable of audio recording calls, except those calls to "privileged" numbers to protect attorney/client privilege; monitoring randomly selected calls in progress without interruption in the recording process. All calls from the jail shall be recorded to cloud storage system with up to one year of storage capacity. All calls from the corrections facility shall be able to be downloaded and saved to CD/DVD for long term storage and retrieval by the facility site administrator and use in court cases. (YSLCN)
20. System will provide two-party consent to accept the calls to be recorded. This consent shall be recorded as part of the call recording. If no consent is given, the call is then terminated (YSLCN)

21. System has voice prompt announcement capabilities during telephone calls to announce that calls are being recorded. (YSLCN)
22. System is capable of call detail analysis reports on calls placed from each telephone including, but not limited to, the date, duration of call, telephone number or identification, termination code/type, etc. (YSLCN)
23. The systems software must be Windows based and menu driven. (YSLCN)
24. The system includes equipment on site which is suitable for the equipment and features provided for requesting and printing reports. (YSLCN) What equipment is proposed?
25. System includes appropriate electrical surge protection and all components are supported with an uninterrupted power supply system. (YSLCN)
26. System provides for security codes for staff with multiple levels of security. This feature must be programmable by the Lewis County Site Administrator. (YSLCN)
27. System has the ability to prevent fraudulent calls such as chain dialing, switch hook manipulation, three-way calling and other common techniques of fraudulent telephone use. (YSLCN)
28. System has the ability to provide one free call per phone number per day for specified phones, i.e., one phone in the Intake/Booking area or a similar type of programming. (YSLCN)
29. System must allow for remote access by the system administrator and various identified personnel. The system must remain on a physically separate network and be accessible by County computers. Vendor must identify the minimum computer system requirements the County computer systems must have. (YSLCN)
30. Vendor will be required to produce quarterly system reports and send them to the System administrator. Reports must include, at a minimum, revenues paid, call volumes, trouble calls and other charges incurred. (YSLCN)
31. Inmate pre-paid debit card calling (currently cards are purchased by our commissary vendor and sold through our commissary process). (YSLCN)
32. PIN system. A permanent personal identification number (using our defendant ID number) assigned each inmate to access system. (YSLCN)
33. Inmate voice recognition or fingerprint as an identification process for the phone recordings. (YSLCN)
34. Maximum security boxes or cage-type devices for specific phones in selected maximum custody units. These devices would provide for more secure fixture to the unit walls and would help prevent removal from the walls. (YSLCN)
35. Ability to visually display current calls to enable a Corrections Officer in the main control center with the click of a mouse to monitor (hear/see) a specific call of concern. . (YSLCN)

36. Inmate Self-reporting feature enabling the inmate, via speed dial, to contact the system helpdesk (voice mail) to report PREA, damaged sets, dropped calls, perceived blocked calls, etc. . (YSLCN)

SYSTEM SUPPORT

The Vendor should provide toll-free phone support to the site(s). This support is expected to assist in executing and troubleshooting "Inmate Telephone System" functions. The Vendor must have available persons knowledgeable in provision of this technical support work. Vendor's response to user questions must be prompt. Proposals should thoroughly describe procedures for resolving user problems.

The Proposal should fully describe policies regarding warranties and maintenance on the proposed system. The Proposal should include a discussion of the warranty periods and conditions for all proposed system components. The discussion should include descriptions of the types of problems covered by the warranty and details of service centers, staff, help desk hours and response time to calls.

1. Single source maintenance contract:

The Respondent must propose a "single source" maintenance contract, (i.e., one phone call to the system Vendor for resolution of any/all types of system problems and issues). The Vendor will then be responsible for providing the appropriate remedy.

2. Service Plan:

A detailed description of the Vendor's service plan, (inclusive of subcontractors, where utilized) must be included in the Proposal. Included in the service plan must be the identification and location of service centers, location of the service point nearest to Lewis County, hours available for service calls, and the number and qualifications of service support staff, their location and the hours of operation of the service desk.

3. System Upgrades:

The Proposal should describe the policy for upgrades to the system, the upgrade approach, estimated costs of planned upgrades, and estimated release dates for planned upgrades.

4. Customer / Called Party Support:

The Respondent must propose a "single source" customer support contact, (i.e., one phone call to the system Vendor for resolution of any/all types of customer connection problems and issues). The Vendor will then be responsible for providing the appropriate remedy. The information available to the customer should include methods of payment, blocking or unblocking a line, etc.

SYSTEM TRAINING

The Vendor shall provide initial staff training for the Lewis County Site Administrator, Sheriff's Office Detectives and Corrections Facility staff immediately after installation. Following initial installation, a representative of the vendor shall remain on site at the facility until the system has been deemed fully functional and meets all specifications and expectations, and the county has officially accepted delivery of the system. The Proposal should specify the number and types (technical, end-user) of training included in the Proposal. The Proposal should also state the location of the training, if other than at the Lewis County Correctional facility. The Vendor shall provide a training plan.

ATTACHMENT "B"

LEWIS COUNTY REQUEST FOR STATEMENTS OF QUALIFICATIONS

FORM 1: CONTRACTOR INFORMATION

Name:
Address:

Phone:
Facsimile:
Email:
Website:

Proposing Company's Authorizing Agent:
Name:
Title:
Signature:
Date:

Contact for Additional Information:
Name:
Title:
Phone:
Facsimile:
Email:

ATTACHMENT "C"

LEWIS COUNTY REQUEST FOR STATEMENTS OF QUALIFICATIONS

FORM 5: FIVE REFERENCES

Name:
Address:
Phone:
Point of Contact:
Project Description:

Name:
Address:
Phone:
Point of Contact:
Project Description:

Name:
Address:
Phone:
Point of Contact:
Project Description:

Name:
Address:
Phone:
Point of Contact:
Project Description:

Name:
Address:
Phone:
Point of Contact:
Project Description:

ATTACHMENT "D"

<u>Location</u>	<u>Needed:</u>
Intake	1
A7	2
A8	2
E3	3
E4	2
E5	2
E1	3
E2	3
C1	6
C2	6
Medical	1
D2	3
D1	3
A6	1
A5	3
A4	3
A3	3
A2	2
A1	1
B1	2
B2	2
B3	2
B4	3
Booking	8
R Lobby Pay	1
M Lobby Pay	1
<u>Portable</u>	<u>1</u>
Total	70

Executive Summary

BOCC Meeting Date:

2013-12-16

Contact:

Jail Administrator Kevin Hanson

Department:

Sheriff

Wording

Resolution to submit and post Request for Qualifications (RFQ) for Inmate Telephone system.

Description

Global Tel Link and their subsidiaries have provided inmate telephone services for the Lewis County Jail since 1996. The current inmate telephone contract expires January 25th, 2014. Jail Administrative personnel has been researching other providers and has realized vast changes in technology transpired over the last 15 years. It is in the best public interest to announce the Jails intent to publish this request for qualifications to ensure the most efficient and effective inmate telephone services.

Recommendation

Approve the Resolution to announce the Request for Qualifications for Inmate Telephone system.

Other

BOCC AGENDA ITEM SUMMARY

Resolution #: 13-567

BOCC Meeting Date: Dec 16, 2013

Suggested Wording for Agenda Item:

Agenda Type: Notice

Resolution to submit and post Request for Qualifications (RFQ) for Inmate Telephone system.

Brief Reason for BOCC Action:

Request for Qualifications for Inmate Telephone system.

Submitted By: Hanson, Kevin

Phone: 360 740-2617

Date Submitted: Nov 19, 2013

Contact Person Who Will Attend BOCC Meeting: Jail Administrator Kevin Hanson

Action Needed: Qualifications

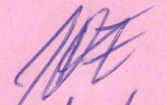
Publication Requirements:

Hearing Date:

Publications: East County Journal/DJC-Portland/Seattle

Publication Dates: Dec 18, 2013

SW/2A2
11/22/13


11/25/13

Send to: Kevin Hanson
Evan Galkun